

CLAIMS

I claim:

1. A method for computerized telephone control, comprising the steps of:
 - accessing an interactive interface;
 - supplying values, in response to using said interactive interface;
 - creating a program flow, at least partially, from said supplied values; and,
 - using said program flow, at least in part, during a series of telephone calls by an automated calling means.
2. A method as in claim 1 further comprising the step of constructing a script from said program flow.
3. A method as in claim 1 further comprising the step of adding a greeting to said program flow.
4. A method as in claim 1 whereby the step of using said program flow, at least in part, during a series of telephone calls by an automated calling means further comprises using said script, at least in part, during said series of telephone calls.
5. A method as in claim 1 further comprising the step of human intervention during at least one of said series of telephone calls.

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6. A method for computerized telephone control, comprising the steps of:
- accessing an interactive interface, whereby said interactive interface requests responses to certain queries;
 - supplying responses to said queries;
 - creating a program flow, at least partially, from said supplied responses;
 - making at least one telephone call to a recipient by an automated calling means, and,
 - using said program flow, at least in part, during said at least one telephone call.
7. A method as in claim 6 further comprising repeating the steps of making at least one telephone call to a recipient by an automated calling means, and, using said program flow, at least in part, during said at least one telephone call.
8. A method as in claim 6 further comprising the step of constructing a script from said program flow.
9. A method as in claim 6 further comprising the step of constructing said program flow, at least in part, from preexisting program flow components.
10. A method as in claim 6 further comprising the step of constructing said program flow, at least in part, from a preexisting program flow template.
11. A method as in claim 6 further comprising the step of constructing said script, at least in part, from a preexisting script template.
12. A method as in claim 6 whereby the step of using said program flow during said at least one telephone call by an automated calling means further comprises using said script, at least in part, during said at least one telephone call.

13. A method as in claim 6 wherein the step of creating a program flow further comprises creating an interactive program flow.

14. A method as in claim 8 wherein the step of using said script, at least in part, during said at least one telephone call further comprises:

- providing at least two alternative responses to said recipient to choose from in the course of said call; and,
- providing at least two alternative actions in response to said recipient's choice of said at least two alternative responses.

15. A method as in claim 12 whereby said alternative actions are chosen from the group comprising: a response by a human, or, a response by an automated response unit.

16. A method as in claim 6 whereby the step of making at least one telephone call to a recipient by an automated calling means further comprises the step of identifying said recipient by using a list of potential recipients.

17. A method as in claim 16 whereby said list is created at least partially using feedback from at least one prior telephone call.

18. A method as in claim 17 whereby said list is edited at least partially using feedback from at least one prior telephone call.

19. A method as in claim 6 whereby the step of making at least one telephone call to a recipient by an automated calling means further comprises:

- using a caller ID means for said call, whereby said caller ID means identifies a predetermined caller ID other than that of said automated calling means.

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20. A method as in claim 6 whereby the step of making at least one telephone call to a recipient by an automated calling means further comprises making said at least one telephone call according to a predetermined schedule.

21. A method as in claim 6 whereby the step of making at least one telephone call to a recipient by an automated calling means further comprises making said at least one telephone call according to a schedule established by automated means.

22. A method as in claim 6 whereby the step of making at least one telephone call to a recipient by an automated calling means further comprises making said at least one telephone call according to an alterable schedule.

23. A method as in claim 6 further comprising the step of adding a greeting to said program flow.

24. A method as in claim 6 further comprising the step of recording the results of said call.

25. A method as in claim 22 further comprising the steps of:

- of recording the results of said call; and,
- using said results to alter said schedule.

26. A method as in claim 24 further comprising the step of using said results to modify said list.

27. A method as in claim 6 whereby the step of making at least one telephone call to a recipient by an automated calling means further comprises making more than one telephone call to more than one recipient.

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28. A method as in claim 27 further comprising repeating the step of making more than one telephone call to more than one recipient.

29. A method as in claim 28 whereby the step of making more than one telephone call to more than one recipient further comprises making said calls on a predetermined schedule.

30. A method as in claim 28 whereby the step of making more than one telephone call to more than one recipient further comprises making said calls according to an alterable schedule.

31. A method as in claim 28 whereby the step of making more than one telephone call to more than one recipient further comprises making said calls on a predetermined schedule.

32. A method as in claim 31 whereby the step of making more than one telephone call to more than one recipient further comprises making only certain of said calls.

33. A method for computerized telephone control, comprising the steps of:

- accessing an interactive interface, whereby said interactive interface requests responses to certain queries;
- supplying responses to said queries;
- creating a script, at least partially, from said supplied responses;
- making a first series of telephone calls, which first series comprises at least one telephone call to a recipient by an automated calling means;
- using said script during at said least one telephone call; and,
- making a second series of telephone calls, initiated by predetermined criteria which second series comprises at least one telephone call.

34. A method as in claim 33 whereby said predetermined criteria comprises a request by said recipient of said first series.

35. A method for computerized telephone control, comprising the steps of:

- accessing an interactive interface, whereby said interactive interface requests responses to certain queries;

- supplying responses to said queries;

- creating a first and a second script, at least partially, from said supplied responses;

- attempting at least one telephone call to a predetermined recipient by an automated calling means; and,

- determining whether, at the completion of the call circuit, a live recipient or an answering machine has received said call; and,

- using said first script if a live recipient has received said call, or, using said second script if an answering machine has received said call.

36. A method for messaging, comprising the steps of:

- accessing an interactive interface;

- supplying values, in response to using said interactive interface;

- creating a program flow, at least partially, from said supplied values; and,

- using said program flow, at least in part, during a series of messages by an automated message means.

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37. An apparatus for computerized telephone control, comprising an interactive interface means, used to create a program flow, wherein said program flow is used to create a script, and said script is used, at least in part, to guide a series of telephone calls made by an automated calling means.

38. An article of manufacture used in computerized telephone control, comprising a program flow created by an interactive interface means.

39. An article of manufacture used in computerized telephone control, comprising a script created by an interactive interface means.

40. An article of manufacture used in computerized telephone control, comprising a series of telephone calls, controlled at least in part, by a script created by an interactive interface means.

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